

DSI
DISYS Solutions Inc.

IMPACT
Customer
Success

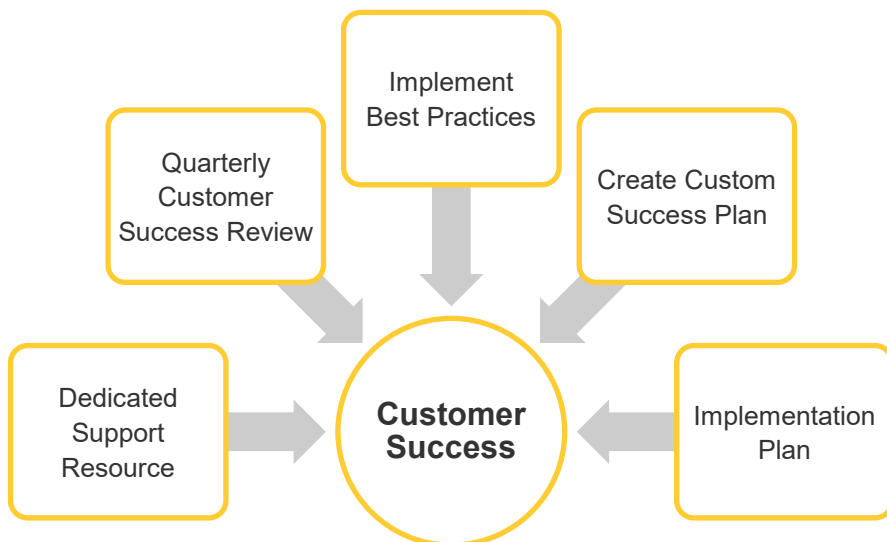
DSI now offers a special service for customers called **IMPACT**, DSI's new and exciting **Lifecycle Customer Success Program** designed with the customer in mind.

IMPACT will be your onboarding and adoption specialist. DSI cares about your **I**nvestment, **M**aximization of that investment, and complete **P**roduct **A**doption through support from the **IMPACT Customer Success Team**.

Why do I need it?

You took the important first step of purchasing IT solutions that will eliminate a problem, protect your network, and streamline your infrastructure. The problem? Many never take the next step to ensure complete product adoption. **They don't "open the box". This is where IMPACT comes into play...**

With this service, DSI will provide a **dedicated IMPACT Customer Success Manager** who will guide you through the transition from implementation to post-sales onboarding. DSI will oversee your project and demonstrate the value of that purchase alongside our highly certified engineers. DSI will work with you to create a personalized Success Plan, manage that plan to track and measure your goals, and make sure you are fully utilizing your purchased IT solutions. **Simply put, we will open the box with you.**



Next Steps

Interested? Have questions?
Contact us today:

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	Traditional Paid Service	DSI IMPACT Service
Onboarding with sales and engineering teams	✓	✓
Highly certified engineers for design and implementation	✓	✓
Descriptive product documentation	✓	✓
Product training on-site (limit one visit)	✓	✓
Customer support for lifetime of product	✓	✓
Tech support by phone or email	✓	✓
Product renewal assistance	✓	✓
Product trade-in and upgrade programs	✓	✓
Full 360 Lifecycle support		✓
Dedicated IMPACT Manager for project lifecycle		✓
Dedicated communication line to IMPACT Manager		✓
Personalized implementation, onboarding, and training		✓
Address adoption barriers and create plans to overcome them		✓
Customized Success Plan to identify, track, and measure goals/ROI		✓
Contract Review deep-dive for consistency with goals		✓
Preferential progress check-ins and on-site visits		✓
Quarterly Reviews for reporting, functionality, ROI		✓
Share best practices and case studies of successful organization adoption		✓

DSI will provide training, preparation, and management of Webex Events & Meetings. We will train your team on the Webex platform to ensure product adoption and effective execution. Our team of experts will assist with Event & Meeting creation, preparation (includes hosting a mock event/meeting so that you feel 100% comfortable hosting live on your own), and technical support (includes troubleshooting assistance and panelist set up with Best Practices training). We will even attend the event/meeting (if requested) to provide continued support.

Enjoy peace of mind knowing that your event or meeting will run smoothly from start to finish. We are excited to offer this service to help make your transition to virtual events, meetings, and telework seamless!

DSI Managed Webex Services are offered in three customizable tiers to suit your needs:

Bronze



- Webex training for a team or "Train the Trainer" option
- Resources for Webex Events, Webex Meetings, and Best Practices
- Host a mock event or meeting to simulate future events/meetings

Silver



Everything in the Bronze Level plus:

- Customer Success Manager attends event/meeting for technical support before it starts (when people are joining) and remains during the event/meeting to ensure a smooth process

Gold



Everything in the Silver Level plus:

- Customer Success Manager attends event/meeting for technical support (increased hours per month from the Silver Level)
- Support the streaming of your event/meeting via Facebook or YouTube
- Build out Event template to be used for other events (adding of attendees/panelists removed)
- Branded Marketing Collateral

Add-On Features

(Scope Required)

- A/V Engineer
- Adoption Services
- Automated Closed Captioning
- Branded Marketing Collateral